

Customer Service

Adelaide-based Customer Care Centre



1300 SA WATER
(1300 729 283)



customercare@sawater.com.au



Live chat
www.sawater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.



MR D & MRS M MAIONE

CT5777247

AGENCY 1865618

Total amount due:

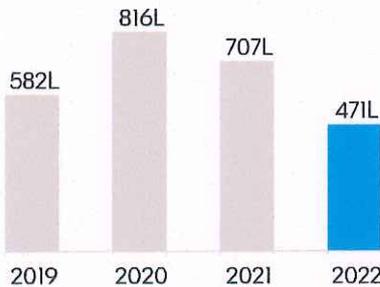
\$412.84

Pay by:

06 May 22

Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.



Your average daily cost for this quarter

\$3.97

Your account

Account no. **21 34895 00 5**

Invoice date 13 Apr 22

Commercial 18 CROYDON RD KESWICK LT 197

Account summary

Previous balance		\$415.65
Amount paid	⊖	\$415.65
New charges	⊕	\$412.84
Current balance	⊖	\$412.84

Fees may apply for late payment.

Sewage surveillance supporting state safety



By understanding levels of the COVID-19 virus in sewage, we're providing important support for SA Health's efforts to keep South Australians safe.

It's one of the ways we're building healthy communities through discoveries in research.

Read more about our diverse research projects at sawater.com.au

Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

But note:

- If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at sa.gov.au/landservices, or email objection to LsgObjections@sa.gov.au with all valuation enquiries to 1300 653 346.

Customer charter

Read our Standard Customer Contract and Customer Charter at www.sawater.com.au

Change of your address

Change your postal address online via mySAWater or at www.sawater.com.au. If ownership of your property changes, please refer all settlement queries to your conveyancer.

Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a remission on water and sewerage rates. Visit sa.gov.au/concessions or call 1800 307 758 to find out more.

Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

+Υπηρέστία Διερμηνείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务: 请拨打电话 131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450
خدمات ترجمة: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
K41101521	10 Dec 21	1410 24 Mar 22	1459 49kL
Total reading(s)			49kL

Proposed next read between 07 Jun 22 and 24 Jun 22

Charge Type	Period	Water Use	Price	Charge
Water use	10 Dec 21 to 24 Mar 22 (104 days)	49.00kL	49.00kL at \$2.806	\$137.49
Supply charge	01 Apr 22 to 30 Jun 22	Fixed fee		\$68.60

Total Water



\$206.09

Sewerage

Access charge	01 Apr 22 to 30 Jun 22	Property value: \$770,000 at 26.85 cents per \$1000	\$206.75
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The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.

Total Sewerage



\$206.75

Total



\$412.84

Total GST of this invoice

\$0.00

Paying your bill



Bill code: 8888
Ref: 2134895005

Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.



Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit www.sawater.com.au/directdebit to learn more.



Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

Payment slip

Total amount due	\$412.84
Pay by date	06 May 22
Account no.	21 34895 00 5
Invoice date	13 Apr 22



*591 2134895005

For credit: SA Water

Trancode	User code	Customer ref no.
831	009915	000213489500016



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). ©Registered to BPAY Pty Ltd ABN 69 079 137 518

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